**Public Safety**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents / Bottom Number - First Contact Resolution | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | High | Low | Medium | FCR Total |
| Public Safety | Application Server Support Team | Mike Tyrrell | None | 2 0 | 1 0 | 0 0 | 3 0 |
| | | | Product Total | 2 0 | 1 0 | 0 0 | 3 0 |
| | | Assigned to Individual Total | | 2 0 | 1 0 | 0 0 | 3 0 |
| | Application Services | Tony Larsen | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 1 0 | 0 0 | 1 0 |
| | Application Support | Mike Sadler | None | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | Product Total | 1 0 | 0 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 1 0 | 0 0 | 0 0 | 1 0 |
| | Capitol Desktop Support | Tom Hanson | Acrobat Reader | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Adobe Acrobat | 0 0 | 1 1 | 0 0 | 1 1 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Capitol Desktop Support | Tom Hanson | None | 0<br>0 | 10<br>10 | 0<br>0 | 10<br>10 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | **Product Total** | 0<br>0 | 14<br>14 | 0<br>0 | 14<br>14 |
| | | **Assigned to Individual Total** | | 0<br>0 | 14<br>14 | 0<br>0 | 14<br>14 |
| | Capitol Hosting | Joe Benson | None | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | Mike Tyrrell | None | 8<br>0 | 0<br>0 | 0<br>0 | 8<br>0 |
| | | | Utah Criminal Justice | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 9<br>0 | 0<br>0 | 0<br>0 | 9<br>0 |
| | | Patrick Funk | None | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 12<br>0 | 0<br>0 | 0<br>0 | 12<br>0 |
| | Contracts | Laura Larsen | Novell GroupWise | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Contracts | **Assigned to Individual Total** | | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Help Desk | Brenda Treadway | Utah Master Directory | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Eileen Dubach | BlackBerry Configuration | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | James Stearns | Novell Client for 32-bit Windows | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Julie VanBeekum | Novell GroupWise | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Master Directory | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | **Product Total** | 0<br>0 | 3<br>3 | 0<br>0 | 3<br>3 |
| | | Vicky Marrelli | None | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | State Payroll Time Entry | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | **Assigned to Individual Total** | | 0<br>0 | 8<br>8 | 0<br>0 | 8<br>8 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | Cindy Romrell | Content Manager | 0<br>0 | 5<br>5 | 0<br>0 | 5<br>5 |
| | | | Content Manager - Centralized | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | None | 1<br>1 | 146<br>146 | 0<br>0 | 147<br>147 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | Novell GroupWise | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | Utah Drivers License System | 0<br>0 | 8<br>8 | 0<br>0 | 8<br>8 |
| | | | **Product Total** | 1<br>1 | 173<br>173 | 0<br>0 | 174<br>174 |
| | | Diane Christensen | None | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | Torrens Arnold | BlueZone | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | DB2 Query Management | 0<br>0 | 9<br>9 | 0<br>0 | 9<br>9 |
| | | | None | 4<br>4 | 76<br>74 | 0<br>0 | 80<br>78 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 8<br>8 | 0<br>0 | 8<br>8 |
| | | | **Product Total** | 4<br>4 | 94<br>92 | 0<br>0 | 98<br>96 |

# Enterprise Incident Report February 2012
## As of 3/1/2012

**Public Safety**

| | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | **Assigned to Individual Total** | 5<br>5 | 268<br>266 | 0<br>0 | 273<br>271 |
| | Metro C Hosting | Scott Gabbert | None | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | Metro C West Desktop Support | Bill Hall | Adobe Acrobat | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | FATPOT | 0<br>0 | 54<br>31 | 0<br>0 | 54<br>31 |
| | | | None | 0<br>0 | 25<br>19 | 0<br>0 | 25<br>19 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell GroupWise | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell GroupWise 32-bit | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Criminal Justice | 0<br>0 | 8<br>6 | 0<br>0 | 8<br>6 |
| | | | Utah Highway Patrol Mobile | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 92<br>60 | 0<br>0 | 92<br>60 |
| | | Brian Bobo | None | 0<br>0 | 21<br>3 | 2<br>2 | 23<br>5 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C West Desktop Support | Brian Bobo | **Product Total** | 0<br>0 | 21<br>3 | 2<br>2 | 23<br>5 |
| | | Jared B Jensen | Microsoft Office | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Office Professional 2010 | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Microsoft Windows XP | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 23<br>6 | 0<br>0 | 23<br>6 |
| | | | **Product Total** | 0<br>0 | 26<br>9 | 0<br>0 | 26<br>9 |
| | | Tyson Wall | Microsoft Office 2003 Professional | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | None | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Criminal Justice | 0<br>0 | 2<br>2 | 0<br>0 | 2<br>2 |
| | | | Utah Drivers License System | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | ZENworks for Desktops | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 10<br>10 | 0<br>0 | 10<br>10 |
| | | **Assigned to Individual Total** | | 0<br>0 | 149<br>82 | 2<br>2 | 151<br>84 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Network Operations | Brian Chatwin | None | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | J. L. Flack | None | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | | **Product Total** | 0<br>0 | 4<br>4 | 0<br>0 | 4<br>4 |
| | | **Assigned to Individual Total** | | 0<br>0 | 5<br>5 | 0<br>0 | 5<br>5 |
| | Rural Central Desktop Support | Gerald Adams | None | 0<br>0 | 16<br>9 | 0<br>0 | 16<br>9 |
| | | | Novell GroupWise 32-bit | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | Utah Criminal Justice | 0<br>0 | 7<br>7 | 0<br>0 | 7<br>7 |
| | | | Utah Highway Patrol Mobile | 0<br>0 | 6<br>6 | 0<br>0 | 6<br>6 |
| | | | **Product Total** | 0<br>0 | 30<br>23 | 0<br>0 | 30<br>23 |
| | | Jeremy Standifird | Utah Drivers License System | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 31<br>23 | 0<br>0 | 31<br>23 |
| | Rural North Desktop Support | Dane Smith | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Rural North Desktop Support | Dane Smith | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ryan Casey | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | | 0 0 | 2 1 | 0 0 | 2 1 |
| | Rural South Desktop Support | Doug Thornton | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | Joel Finlinson | PGP | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | | 0 0 | 2 2 | 0 0 | 2 2 |
| | Strategic Communications | Dennis Rogers | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Luis Larios | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Product Total | 0 0 | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | | 0 0 | 4 0 | 0 0 | 4 0 |

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice Operations | Britany Finlay | Telephone | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Gail Christiansen | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | **Product Total** | 1 0 | 1 0 | 0 0 | 2 0 |
| | | Kelly Johnson | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Romanza Hamblin | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 0 0 | 8 3 | 0 0 | 8 3 |
| | | | **Product Total** | 0 0 | 9 3 | 0 0 | 9 3 |
| | | Romanza Hamblin Sorensen | Telephone | 0 0 | 3 0 | 0 0 | 3 0 |
| | | | **Product Total** | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | | 1 0 | 16 3 | 0 0 | 17 3 |
| | Voice/Data/WAN Services | Mike Johnson | None | 0 0 | 1 0 | 1 0 | 2 0 |

# Enterprise Incident Report February 2012
## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | FCR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice/Data/WAN Services | Mike Johnson | **Product Total** | 0 0 | 1 0 | 1 0 | 2 0 |
| | | Spencer Blodgett | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 1 0 | 3 0 |
| | Wireless Services | Neil Bauer | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 1 0 | 0 0 | 1 0 |
| | **Customer Company Total** | | | 23 5 | 505 404 | 3 2 | 531 411 |
| **Customer Company Total** | | | | 23 5 | 505 404 | 3 2 | 531 411 |

**Public Safety**

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - Missed Inital Response | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | High | Low | Medium | MIR Total |
| Public Safety | Application Server Support Team | Mike Tyrrell | None | 2 1 | 1 0 | 0 0 | 3 1 |
| | | | Product Total | 2 1 | 1 0 | 0 0 | 3 1 |
| | | Assigned to Individual Total | | 2 1 | 1 0 | 0 0 | 3 1 |
| | Application Services | Tony Larsen | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Assigned to Individual Total | | 0 0 | 1 0 | 0 0 | 1 0 |
| | Application Support | Mike Sadler | None | 1 1 | 0 0 | 0 0 | 1 1 |
| | | | Product Total | 1 1 | 0 0 | 0 0 | 1 1 |
| | | Assigned to Individual Total | | 1 1 | 0 0 | 0 0 | 1 1 |
| | Capitol Desktop Support | Tom Hanson | Acrobat Reader | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Adobe Acrobat | 0 0 | 1 0 | 0 0 | 1 0 |

## Public Safety

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Capitol Desktop Support | Tom Hanson | None | 0 0 | 10 0 | 0 0 | 10 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 14 0 | 0 0 | 14 0 |
| | | **Assigned to Individual Total** | | 0 0 | 14 0 | 0 0 | 14 0 |
| | Capitol Hosting | Joe Benson | None | 2 0 | 0 0 | 0 0 | 2 0 |
| | | | **Product Total** | 2 0 | 0 0 | 0 0 | 2 0 |
| | | Mike Tyrrell | None | 8 0 | 0 0 | 0 0 | 8 0 |
| | | | Utah Criminal Justice | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | **Product Total** | 9 0 | 0 0 | 0 0 | 9 0 |
| | | Patrick Funk | None | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | **Product Total** | 1 0 | 0 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 12 0 | 0 0 | 0 0 | 12 0 |
| | Contracts | Laura Larsen | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |

# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Contracts | **Assigned to Individual Total** | | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Help Desk | Brenda Treadway | Utah Master Directory | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Eileen Dubach | BlackBerry Configuration | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | James Stearns | Novell Client for 32-bit Windows | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Julie VanBeekum | Novell GroupWise | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Master Directory | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Vicky Marrelli | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | State Payroll Time Entry | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |

# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | Cindy Romrell | Content Manager | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | | | Content Manager - Centralized | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | None | 1<br>0 | 146<br>0 | 0<br>0 | 147<br>0 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Novell GroupWise | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | Utah Drivers License System | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | **Product Total** | 1<br>0 | 173<br>0 | 0<br>0 | 174<br>0 |
| | | Diane Christensen | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Torrens Arnold | BlueZone | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | DB2 Query Management | 0<br>0 | 9<br>0 | 0<br>0 | 9<br>0 |
| | | | None | 4<br>0 | 76<br>0 | 0<br>0 | 80<br>0 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |
| | | | **Product Total** | 4<br>0 | 94<br>0 | 0<br>0 | 98<br>0 |

# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | **Assigned to Individual Total** | 5 0 | 268 0 | 0 0 | 273 0 |
| | Metro C Hosting | Scott Gabbert | None | 2 1 | 0 0 | 0 0 | 2 1 |
| | | | **Product Total** | 2 1 | 0 0 | 0 0 | 2 1 |
| | | **Assigned to Individual Total** | | 2 1 | 0 0 | 0 0 | 2 1 |
| | Metro C West Desktop Support | Bill Hall | Adobe Acrobat | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | FATPOT | 0 0 | 54 0 | 0 0 | 54 0 |
| | | | None | 0 0 | 25 0 | 0 0 | 25 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise 32-bit | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Utah Criminal Justice | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | Utah Highway Patrol Mobile | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 92 0 | 0 0 | 92 0 |
| | | Brian Bobo | None | 0 0 | 21 0 | 2 0 | 23 0 |

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C West Desktop Support | Brian Bobo | Product Total | 0 0 | 21 0 | 2 0 | 23 0 |
| | | Jared B Jensen | Microsoft Office | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Microsoft Office Professional 2010 | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Microsoft Windows XP | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | None | 0 0 | 23 0 | 0 0 | 23 0 |
| | | | Product Total | 0 0 | 26 0 | 0 0 | 26 0 |
| | | Tyson Wall | Microsoft Office 2003 Professional | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Utah Criminal Justice | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | Utah Drivers License System | 0 0 | 4 0 | 0 0 | 4 0 |
| | | | ZENworks for Desktops | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 10 0 | 0 0 | 10 0 |
| | | Assigned to Individual Total | | 0 0 | 149 0 | 2 0 | 151 0 |

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Network Operations | Brian Chatwin | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | J. L. Flack | None | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | **Product Total** | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Rural Central Desktop Support | Gerald Adams | None | 0<br>0 | 16<br>0 | 0<br>0 | 16<br>0 |
| | | | Novell GroupWise 32-bit | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Criminal Justice | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Utah Highway Patrol Mobile | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | **Product Total** | 0<br>0 | 30<br>0 | 0<br>0 | 30<br>0 |
| | | Jeremy Standifird | Utah Drivers License System | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 31<br>0 | 0<br>0 | 31<br>0 |
| | Rural North Desktop Support | Dane Smith | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Rural North Desktop Support | Dane Smith | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ryan Casey | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural South Desktop Support | Doug Thornton | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Joel Finlinson | PGP | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Strategic Communications | Dennis Rogers | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Luis Larios | None | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | | 0 0 | 4 0 | 0 0 | 4 0 |

# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice Operations | Britany Finlay | Telephone | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Gail Christiansen | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | **Product Total** | 1 0 | 1 0 | 0 0 | 2 0 |
| | | Kelly Johnson | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Romanza Hamblin | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | **Product Total** | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Romanza Hamblin Sorensen | Telephone | 0 0 | 3 0 | 0 0 | 3 0 |
| | | | **Product Total** | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | | 1 0 | 16 0 | 0 0 | 17 0 |
| | Voice/Data/WAN Services | Mike Johnson | None | 0 0 | 1 0 | 1 0 | 2 0 |

**Public Safety**

|  |  |  |  | High | Low | Medium | MIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice/Data/WAN Services | Mike Johnson | **Product Total** | 0 <br> 0 | 1 <br> 0 | 1 <br> 0 | 2 <br> 0 |
|  |  | Spencer Blodgett | Telephone | 0 <br> 0 | 1 <br> 0 | 0 <br> 0 | 1 <br> 0 |
|  |  |  | **Product Total** | 0 <br> 0 | 1 <br> 0 | 0 <br> 0 | 1 <br> 0 |
|  |  | **Assigned to Individual Total** | | 0 <br> 0 | 2 <br> 0 | 1 <br> 0 | 3 <br> 0 |
|  | Wireless Services | Neil Bauer | None | 0 <br> 0 | 1 <br> 1 | 0 <br> 0 | 1 <br> 1 |
|  |  |  | **Product Total** | 0 <br> 0 | 1 <br> 1 | 0 <br> 0 | 1 <br> 1 |
|  |  | **Assigned to Individual Total** | | 0 <br> 0 | 1 <br> 1 | 0 <br> 0 | 1 <br> 1 |
|  | **Customer Company Total** | | | 23 <br> 3 | 505 <br> 1 | 3 <br> 0 | 531 <br> 4 |
| **Customer Company Total** | | | | 23 <br> 3 | 505 <br> 1 | 3 <br> 0 | 531 <br> 4 |

## Public Safety

# Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

**Top Number - Total Incidents**
**Bottom Number -Average time in hours**

| Customer Company | Assigned Group | Assigned to Individual | Product | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Application Server Support Team | Mike Tyrrell | None | 2 0.90 | 1 0.06 | 0 0.00 | 3 0.62 |
| | | | **Product Total** | 2 0.90 | 1 0.06 | 0 0.00 | 3 0.62 |
| | | **Assigned to Individual Total** | | 2 0.90 | 1 0.06 | 0 0.00 | 3 0.62 |
| | Application Services | Tony Larsen | Novell GroupWise | 0 0.00 | 1 0.90 | 0 0.00 | 1 0.90 |
| | | | **Product Total** | 0 0.00 | 1 0.90 | 0 0.00 | 1 0.90 |
| | | **Assigned to Individual Total** | | 0 0.00 | 1 0.90 | 0 0.00 | 1 0.90 |
| | Application Support | Mike Sadler | None | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | | | **Product Total** | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | | **Assigned to Individual Total** | | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | Capitol Desktop Support | Tom Hanson | Acrobat Reader | 0 0.00 | 1 0.05 | 0 0.00 | 1 0.05 |
| | | | Adobe Acrobat | 0 0.00 | 1 0.46 | 0 0.00 | 1 0.46 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Capitol Desktop Support | Tom Hanson | None | 0<br>0.00 | 10<br>0.14 | 0<br>0.00 | 10<br>0.14 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 2<br>0.03 | 0<br>0.00 | 2<br>0.03 |
| | | | **Product Total** | 0<br>0.00 | 14<br>0.14 | 0<br>0.00 | 14<br>0.14 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 14<br>0.14 | 0<br>0.00 | 14<br>0.14 |
| | Capitol Hosting | Joe Benson | None | 2<br>0.19 | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 |
| | | | **Product Total** | 2<br>0.19 | 0<br>0.00 | 0<br>0.00 | 2<br>0.19 |
| | | Mike Tyrrell | None | 8<br>0.17 | 0<br>0.00 | 0<br>0.00 | 8<br>0.17 |
| | | | Utah Criminal Justice | 1<br>0.28 | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 |
| | | | **Product Total** | 9<br>0.19 | 0<br>0.00 | 0<br>0.00 | 9<br>0.19 |
| | | Patrick Funk | None | 1<br>0.07 | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 |
| | | | **Product Total** | 1<br>0.07 | 0<br>0.00 | 0<br>0.00 | 1<br>0.07 |
| | | **Assigned to Individual Total** | | 12<br>0.18 | 0<br>0.00 | 0<br>0.00 | 12<br>0.18 |
| | Contracts | Laura Larsen | Novell GroupWise | 0<br>0.00 | 1<br>0.73 | 0<br>0.00 | 1<br>0.73 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.73 | 0<br>0.00 | 1<br>0.73 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Contracts | **Assigned to Individual Total** | | 0<br>0.00 | 1<br>0.73 | 0<br>0.00 | 1<br>0.73 |
| | Help Desk | Brenda Treadway | Utah Master Directory | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Eileen Dubach | BlackBerry Configuration | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | James Stearns | Novell Client for 32-bit Windows | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Julie VanBeekum | Novell GroupWise | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Utah Master Directory | 0<br>0.00 | 2<br>0.08 | 0<br>0.00 | 2<br>0.08 |
| | | | **Product Total** | 0<br>0.00 | 3<br>0.05 | 0<br>0.00 | 3<br>0.05 |
| | | Vicky Marrelli | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | State Payroll Time Entry | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 8<br>0.03 | 0<br>0.00 | 8<br>0.03 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | Cindy Romrell | Content Manager | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | | | Content Manager - Centralized | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | None | 1<br>0.00 | 146<br>0.00 | 0<br>0.00 | 147<br>0.00 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | | | Novell GroupWise | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | | | Utah Drivers License System | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | | **Product Total** | 1<br>0.00 | 173<br>0.00 | 0<br>0.00 | 174<br>0.00 |
| | | Diane Christensen | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Torrens Arnold | BlueZone | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DB2 Query Management | 0<br>0.00 | 9<br>0.00 | 0<br>0.00 | 9<br>0.00 |
| | | | None | 4<br>0.00 | 76<br>0.00 | 0<br>0.00 | 80<br>0.00 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | | **Product Total** | 4<br>0.00 | 94<br>0.00 | 0<br>0.00 | 98<br>0.00 |

**Public Safety**

| | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | **Assigned to Individual Total** | 5<br>0.00 | 268<br>0.00 | 0<br>0.00 | 273<br>0.00 |
| | Metro C Hosting | Scott Gabbert — None | 2<br>0.61 | 0<br>0.00 | 0<br>0.00 | 2<br>0.61 |
| | | **Product Total** | 2<br>0.61 | 0<br>0.00 | 0<br>0.00 | 2<br>0.61 |
| | | **Assigned to Individual Total** | 2<br>0.61 | 0<br>0.00 | 0<br>0.00 | 2<br>0.61 |
| | Metro C West Desktop Support | Bill Hall — Adobe Acrobat | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | FATPOT | 0<br>0.00 | 54<br>0.00 | 0<br>0.00 | 54<br>0.00 |
| | | None | 0<br>0.00 | 25<br>0.00 | 0<br>0.00 | 25<br>0.00 |
| | | Novell Client for 32-bit Windows | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Novell GroupWise | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Novell GroupWise 32-bit | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Utah Criminal Justice | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | Utah Highway Patrol Mobile | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Product Total** | 0<br>0.00 | 92<br>0.00 | 0<br>0.00 | 92<br>0.00 |
| | | Brian Bobo — None | 0<br>0.00 | 21<br>0.03 | 2<br>0.00 | 23<br>0.02 |

**Public Safety**

|  |  |  |  | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C West Desktop Support | Brian Bobo | Product Total | 0<br>0.00 | 21<br>0.03 | 2<br>0.00 | 23<br>0.02 |
|  |  | Jared B Jensen | Microsoft Office | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | Microsoft Office Professional 2010 | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | Microsoft Windows XP | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | None | 0<br>0.00 | 23<br>0.06 | 0<br>0.00 | 23<br>0.06 |
|  |  |  | Product Total | 0<br>0.00 | 26<br>0.05 | 0<br>0.00 | 26<br>0.05 |
|  |  | Tyson Wall | Microsoft Office 2003 Professional | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | Novell Client for 32-bit Windows | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | Utah Criminal Justice | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
|  |  |  | Utah Drivers License System | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
|  |  |  | ZENworks for Desktops | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
|  |  |  | Product Total | 0<br>0.00 | 10<br>0.00 | 0<br>0.00 | 10<br>0.00 |
|  |  | Assigned to Individual Total |  | 0<br>0.00 | 149<br>0.01 | 2<br>0.00 | 151<br>0.01 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Network Operations | Brian Chatwin | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | J. L. Flack | None | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | Rural Central Desktop Support | Gerald Adams | None | 0<br>0.00 | 16<br>0.00 | 0<br>0.00 | 16<br>0.00 |
| | | | Novell GroupWise 32-bit | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Utah Criminal Justice | 0<br>0.00 | 7<br>0.00 | 0<br>0.00 | 7<br>0.00 |
| | | | Utah Highway Patrol Mobile | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 30<br>0.00 | 0<br>0.00 | 30<br>0.00 |
| | | Jeremy Standifird | Utah Drivers License System | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.04 | 0<br>0.00 | 1<br>0.04 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 31<br>0.00 | 0<br>0.00 | 31<br>0.00 |
| | Rural North Desktop Support | Dane Smith | None | 0<br>0.00 | 1<br>0.86 | 0<br>0.00 | 1<br>0.86 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Rural North Desktop Support | Dane Smith | **Product Total** | 0<br>0.00 | 1<br>0.86 | 0<br>0.00 | 1<br>0.86 |
| | | Ryan Casey | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 2<br>0.43 | 0<br>0.00 | 2<br>0.43 |
| | Rural South Desktop Support | Doug Thornton | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Joel Finlinson | PGP | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.10 | 0<br>0.00 | 1<br>0.10 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 2<br>0.05 | 0<br>0.00 | 2<br>0.05 |
| | Strategic Communications | Dennis Rogers | None | 0<br>0.00 | 2<br>0.44 | 0<br>0.00 | 2<br>0.44 |
| | | | **Product Total** | 0<br>0.00 | 2<br>0.44 | 0<br>0.00 | 2<br>0.44 |
| | | Luis Larios | None | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | | **Product Total** | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 4<br>0.32 | 0<br>0.00 | 4<br>0.32 |

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice Operations | Britany Finlay | Telephone | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | | **Product Total** | 0<br>0.00 | 2<br>0.26 | 0<br>0.00 | 2<br>0.26 |
| | | Gail Christiansen | None | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13 |
| | | | Telephone | 1<br>0.18 | 0<br>0.00 | 0<br>0.00 | 1<br>0.18 |
| | | | **Product Total** | 1<br>0.18 | 1<br>0.13 | 0<br>0.00 | 2<br>0.15 |
| | | Kelly Johnson | Telephone | 0<br>0.00 | 1<br>0.32 | 0<br>0.00 | 1<br>0.32 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.32 | 0<br>0.00 | 1<br>0.32 |
| | | Romanza Hamblin | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Telephone | 0<br>0.00 | 8<br>0.20 | 0<br>0.00 | 8<br>0.20 |
| | | | **Product Total** | 0<br>0.00 | 9<br>0.17 | 0<br>0.00 | 9<br>0.17 |
| | | Romanza Hamblin Sorensen | Telephone | 0<br>0.00 | 3<br>0.23 | 0<br>0.00 | 3<br>0.23 |
| | | | **Product Total** | 0<br>0.00 | 3<br>0.23 | 0<br>0.00 | 3<br>0.23 |
| | | **Assigned to Individual Total** | | 1<br>0.18 | 16<br>0.20 | 0<br>0.00 | 17<br>0.20 |
| | Voice/Data/WAN Services | Mike Johnson | None | 0<br>0.00 | 1<br>0.11 | 1<br>0.00 | 2<br>0.06 |

# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice/Data/WAN Services | Mike Johnson | **Product Total** | 0<br>0.00 | 1<br>0.11 | 1<br>0.00 | 2<br>0.06 |
| | | Spencer Blodgett | Telephone | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.17 | 0<br>0.00 | 1<br>0.17 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 2<br>0.14 | 1<br>0.00 | 3<br>0.09 |
| | Wireless Services | Neil Bauer | None | 0<br>0.00 | 1<br>1.53 | 0<br>0.00 | 1<br>1.53 |
| | | | **Product Total** | 0<br>0.00 | 1<br>1.53 | 0<br>0.00 | 1<br>1.53 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 1<br>1.53 | 0<br>0.00 | 1<br>1.53 |
| | **Assigned Group Total** | | | 23<br>0.30 | 505<br>0.03 | 3<br>0.00 | 531<br>0.04 |
| **Customer Company Total** | | | | 23<br>0.30 | 505<br>0.03 | 3<br>0.00 | 531<br>0.04 |

## Public Safety

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

**Top Number - Total Incidents**
**Bottom Number - Missed Resolution**

| Customer Company | Assigned Group | Assigned to Individual | Product | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Application Server Support Team | Mike Tyrrell | None | 2<br>0 | 1<br>0 | 0<br>0 | 3<br>0 |
| | | | **Product Total** | 2<br>0 | 1<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | | 2<br>0 | 1<br>0 | 0<br>0 | 3<br>0 |
| | Application Services | Tony Larsen | Novell GroupWise | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | | **Product Total** | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1 |
| | Application Support | Mike Sadler | None | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | Capitol Desktop Support | Tom Hanson | Acrobat Reader | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Adobe Acrobat | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Capitol Desktop Support | Tom Hanson | None | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0 |
| | Capitol Hosting | Joe Benson | None | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 2<br>0 | 0<br>0 | 0<br>0 | 2<br>0 |
| | | Mike Tyrrell | None | 8<br>0 | 0<br>0 | 0<br>0 | 8<br>0 |
| | | | Utah Criminal Justice | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 9<br>0 | 0<br>0 | 0<br>0 | 9<br>0 |
| | | Patrick Funk | None | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 1<br>0 | 0<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 12<br>0 | 0<br>0 | 0<br>0 | 12<br>0 |
| | Contracts | Laura Larsen | Novell GroupWise | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Contracts | **Assigned to Individual Total** | | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | Help Desk | Brenda Treadway | Utah Master Directory | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Eileen Dubach | BlackBerry Configuration | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | James Stearns | Novell Client for 32-bit Windows | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Julie VanBeekum | Novell GroupWise | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Master Directory | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | **Product Total** | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0 |
| | | Vicky Marrelli | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | State Payroll Time Entry | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 8<br>0 | 0<br>0 | 8<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | Cindy Romrell | Content Manager | 0 0 | 5 0 | 0 0 | 5 0 |
| | | | Content Manager - Centralized | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | None | 1 0 | 146 1 | 0 0 | 147 1 |
| | | | Novell Client for 32-bit Windows | 0 0 | 6 0 | 0 0 | 6 0 |
| | | | Novell GroupWise | 0 0 | 6 0 | 0 0 | 6 0 |
| | | | Utah Drivers License System | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | **Product Total** | 1 0 | 173 1 | 0 0 | 174 1 |
| | | Diane Christensen | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Torrens Arnold | BlueZone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | DB2 Query Management | 0 0 | 9 0 | 0 0 | 9 0 |
| | | | None | 4 0 | 76 0 | 0 0 | 80 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | **Product Total** | 4 0 | 94 0 | 0 0 | 98 0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | **Assigned to Individual Total** | | 5 0 | 268 1 | 0 0 | 273 1 |
| | Metro C Hosting | Scott Gabbert | None | 2 0 | 0 0 | 0 0 | 2 0 |
| | | | **Product Total** | 2 0 | 0 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | | 2 0 | 0 0 | 0 0 | 2 0 |
| | Metro C West Desktop Support | Bill Hall | Adobe Acrobat | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | FATPOT | 0 0 | 54 0 | 0 0 | 54 0 |
| | | | None | 0 0 | 25 0 | 0 0 | 25 0 |
| | | | Novell Client for 32-bit Windows | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Novell GroupWise 32-bit | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Utah Criminal Justice | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | Utah Highway Patrol Mobile | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 92 0 | 0 0 | 92 0 |
| | | Brian Bobo | None | 0 0 | 21 0 | 2 0 | 23 0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C West Desktop Support | Brian Bobo | **Product Total** | 0<br>0 | 21<br>0 | 2<br>0 | 23<br>0 |
| | | Jared B Jensen | Microsoft Office | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Office Professional 2010 | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Microsoft Windows XP | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 23<br>0 | 0<br>0 | 23<br>0 |
| | | | **Product Total** | 0<br>0 | 26<br>0 | 0<br>0 | 26<br>0 |
| | | Tyson Wall | Microsoft Office 2003 Professional | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Novell Client for 32-bit Windows | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Criminal Justice | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0 |
| | | | Utah Drivers License System | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | ZENworks for Desktops | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 149<br>0 | 2<br>0 | 151<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Network Operations | Brian Chatwin | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | J. L. Flack | None | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | | **Product Total** | 0<br>0 | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0 |
| | Rural Central Desktop Support | Gerald Adams | None | 0<br>0 | 16<br>2 | 0<br>0 | 16<br>2 |
| | | | Novell GroupWise 32-bit | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | Utah Criminal Justice | 0<br>0 | 7<br>0 | 0<br>0 | 7<br>0 |
| | | | Utah Highway Patrol Mobile | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0 |
| | | | **Product Total** | 0<br>0 | 30<br>2 | 0<br>0 | 30<br>2 |
| | | Jeremy Standifird | Utah Drivers License System | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | | **Product Total** | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | | 0<br>0 | 31<br>2 | 0<br>0 | 31<br>2 |
| | Rural North Desktop Support | Dane Smith | None | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Rural North Desktop Support | Dane Smith | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Ryan Casey | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Rural South Desktop Support | Doug Thornton | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Joel Finlinson | PGP | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 0 0 | 2 0 |
| | Strategic Communications | Dennis Rogers | None | 0 0 | 2 1 | 0 0 | 2 1 |
| | | | Product Total | 0 0 | 2 1 | 0 0 | 2 1 |
| | | Luis Larios | None | 0 0 | 2 2 | 0 0 | 2 2 |
| | | | Product Total | 0 0 | 2 2 | 0 0 | 2 2 |
| | | **Assigned to Individual Total** | | 0 0 | 4 3 | 0 0 | 4 3 |

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice Operations | Britany Finlay | Telephone | 0 0 | 2 0 | 0 0 | 2 0 |
| | | | **Product Total** | 0 0 | 2 0 | 0 0 | 2 0 |
| | | Gail Christiansen | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 1 0 | 0 0 | 0 0 | 1 0 |
| | | | **Product Total** | 1 0 | 1 0 | 0 0 | 2 0 |
| | | Kelly Johnson | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | **Product Total** | 0 0 | 1 0 | 0 0 | 1 0 |
| | | Romanza Hamblin | None | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Telephone | 0 0 | 8 0 | 0 0 | 8 0 |
| | | | **Product Total** | 0 0 | 9 0 | 0 0 | 9 0 |
| | | Romanza Hamblin Sorensen | Telephone | 0 0 | 3 0 | 0 0 | 3 0 |
| | | | **Product Total** | 0 0 | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | | 1 0 | 16 0 | 0 0 | 17 0 |
| | Voice/Data/WAN Services | Mike Johnson | None | 0 0 | 1 0 | 1 0 | 2 0 |

Title: Enterprise Incident Report February 2012
As of 3/1/2012

Columns: High, Low, Medium, MR Total

Public Safety | Voice/Data/WAN Services | Mike Johnson | Product Total | High: 0/0, Low: 1/0, Medium: 1/0, MR Total: 2/0

Spencer Blodgett | Telephone | High 0/0, Low 1/0, Medium 0/0, MR Total 1/0
Spencer Blodgett | Product Total | 0/0, 1/0, 0/0, 1/0

Assigned to Individual Total | 0/0, 2/0, 1/0, 3/0

Wireless Services | Neil Bauer | None | 0/0, 1/1, 0/0, 1/1
Neil Bauer | Product Total | 0/0, 1/1, 0/0, 1/1

Assigned to Individual Total | 0/0, 1/1, 0/0, 1/1

Assigned Group Total | 23/0, 505/8, 3/0, 531/8

Customer Company Total | 23/0, 505/8, 3/0, 531/8
# Enterprise Incident Report February 2012

## As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | MR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice/Data/WAN Services | Mike Johnson | Product Total | 0 0 | 1 0 | 1 0 | 2 0 |
| | | Spencer Blodgett | Telephone | 0 0 | 1 0 | 0 0 | 1 0 |
| | | | Product Total | 0 0 | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | | 0 0 | 2 0 | 1 0 | 3 0 |
| | Wireless Services | Neil Bauer | None | 0 0 | 1 1 | 0 0 | 1 1 |
| | | | Product Total | 0 0 | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | | 0 0 | 1 1 | 0 0 | 1 1 |
| | **Assigned Group Total** | | | 23 0 | 505 8 | 3 0 | 531 8 |
| **Customer Company Total** | | | | 23 0 | 505 8 | 3 0 | 531 8 |

**Public Safety**

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Product | Top Number - Total Incidents Bottom Number - Average time in hours | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | | | High | Low | Medium | ATTR Total |
| Public Safety | Application Server Support Team | Mike Tyrrell | None | 2 0.90 | 1 0.67 | 0 0.00 | 3 0.82 |
| | | | **Product Total** | 2 0.90 | 1 0.67 | 0 0.00 | 3 0.82 |
| | | **Assigned to Individual Total** | | 2 0.90 | 1 0.67 | 0 0.00 | 3 0.82 |
| | Application Services | Tony Larsen | Novell GroupWise | 0 0.00 | 1 22.62 | 0 0.00 | 1 22.62 |
| | | | **Product Total** | 0 0.00 | 1 22.62 | 0 0.00 | 1 22.62 |
| | | **Assigned to Individual Total** | | 0 0.00 | 1 22.62 | 0 0.00 | 1 22.62 |
| | Application Support | Mike Sadler | None | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | | | **Product Total** | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | | **Assigned to Individual Total** | | 1 1.59 | 0 0.00 | 0 0.00 | 1 1.59 |
| | Capitol Desktop Support | Tom Hanson | Acrobat Reader | 0 0.00 | 1 3.11 | 0 0.00 | 1 3.11 |
| | | | Adobe Acrobat | 0 0.00 | 1 1.78 | 0 0.00 | 1 1.78 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Capitol Desktop Support | Tom Hanson | None | 0<br>0.00 | 10<br>1.52 | 0<br>0.00 | 10<br>1.52 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 2<br>1.32 | 0<br>0.00 | 2<br>1.32 |
| | | | **Product Total** | 0<br>0.00 | 14<br>1.62 | 0<br>0.00 | 14<br>1.62 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 14<br>1.62 | 0<br>0.00 | 14<br>1.62 |
| | Capitol Hosting | Joe Benson | None | 2<br>0.50 | 0<br>0.00 | 0<br>0.00 | 2<br>0.50 |
| | | | **Product Total** | 2<br>0.50 | 0<br>0.00 | 0<br>0.00 | 2<br>0.50 |
| | | Mike Tyrrell | None | 8<br>0.36 | 0<br>0.00 | 0<br>0.00 | 8<br>0.36 |
| | | | Utah Criminal Justice | 1<br>0.28 | 0<br>0.00 | 0<br>0.00 | 1<br>0.28 |
| | | | **Product Total** | 9<br>0.35 | 0<br>0.00 | 0<br>0.00 | 9<br>0.35 |
| | | Patrick Funk | None | 1<br>0.24 | 0<br>0.00 | 0<br>0.00 | 1<br>0.24 |
| | | | **Product Total** | 1<br>0.24 | 0<br>0.00 | 0<br>0.00 | 1<br>0.24 |
| | | **Assigned to Individual Total** | | 12<br>0.36 | 0<br>0.00 | 0<br>0.00 | 12<br>0.36 |
| | Contracts | Laura Larsen | Novell GroupWise | 0<br>0.00 | 1<br>1.42 | 0<br>0.00 | 1<br>1.42 |
| | | | **Product Total** | 0<br>0.00 | 1<br>1.42 | 0<br>0.00 | 1<br>1.42 |

# Enterprise Incident Report February 2012

As of 3/1/2012

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Contracts | **Assigned to Individual Total** | | 0<br>0.00 | 1<br>1.42 | 0<br>0.00 | 1<br>1.42 |
| | Help Desk | Brenda Treadway | Utah Master Directory | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.07 | 0<br>0.00 | 1<br>0.07 |
| | | Eileen Dubach | BlackBerry Configuration | 0<br>0.00 | 1 | 0<br>0.00 | 1 |
| | | | **Product Total** | 0<br>0.00 | 1 | 0<br>0.00 | 1 |
| | | James Stearns | Novell Client for 32-bit Windows | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Julie VanBeekum | Novell GroupWise | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | Utah Master Directory | 0<br>0.00 | 2<br>0.27 | 0<br>0.00 | 2<br>0.27 |
| | | | **Product Total** | 0<br>0.00 | 3<br>0.18 | 0<br>0.00 | 3<br>0.18 |
| | | Vicky Marrelli | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | State Payroll Time Entry | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 8<br>0.09 | 0<br>0.00 | 8<br>0.09 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | Cindy Romrell | Content Manager | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | | | Content Manager - Centralized | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00 |
| | | | None | 1<br>0.00 | 146<br>0.13 | 0<br>0.00 | 147<br>0.12 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | | | Novell GroupWise | 0<br>0.00 | 6<br>0.00 | 0<br>0.00 | 6<br>0.00 |
| | | | Utah Drivers License System | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | | **Product Total** | 1<br>0.00 | 173<br>0.11 | 0<br>0.00 | 174<br>0.11 |
| | | Diane Christensen | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | Torrens Arnold | BlueZone | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | DB2 Query Management | 0<br>0.00 | 9<br>0.00 | 0<br>0.00 | 9<br>0.00 |
| | | | None | 4<br>0.00 | 76<br>0.00 | 0<br>0.00 | 80<br>0.00 |
| | | | Novell Client for 32-bit Windows | 0<br>0.00 | 8<br>0.00 | 0<br>0.00 | 8<br>0.00 |
| | | | **Product Total** | 4<br>0.00 | 94<br>0.00 | 0<br>0.00 | 98<br>0.00 |

**Public Safety**

| | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|
| Public Safety | Metro C Help Desk | **Assigned to Individual Total** | 5<br>0.00 | 268<br>0.07 | 0<br>0.00 | 273<br>0.07 |
| | Metro C Hosting | Scott Gabbert — None | 2<br>0.87 | 0<br>0.00 | 0<br>0.00 | 2<br>0.87 |
| | | **Product Total** | 2<br>0.87 | 0<br>0.00 | 0<br>0.00 | 2<br>0.87 |
| | | **Assigned to Individual Total** | 2<br>0.87 | 0<br>0.00 | 0<br>0.00 | 2<br>0.87 |
| | Metro C West Desktop Support | Bill Hall — Adobe Acrobat | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | FATPOT | 0<br>0.00 | 54<br>1.28 | 0<br>0.00 | 54<br>1.28 |
| | | None | 0<br>0.00 | 25<br>1.76 | 0<br>0.00 | 25<br>1.76 |
| | | Novell Client for 32-bit Windows | 0<br>0.00 | 1<br>3.48 | 0<br>0.00 | 1<br>3.48 |
| | | Novell GroupWise | 0<br>0.00 | 1<br>2.68 | 0<br>0.00 | 1<br>2.68 |
| | | Novell GroupWise 32-bit | 0<br>0.00 | 1<br>0.41 | 0<br>0.00 | 1<br>0.41 |
| | | Utah Criminal Justice | 0<br>0.00 | 8<br>0.43 | 0<br>0.00 | 8<br>0.43 |
| | | Utah Highway Patrol Mobile | 0<br>0.00 | 1<br>0.89 | 0<br>0.00 | 1<br>0.89 |
| | | **Product Total** | 0<br>0.00 | 92<br>1.35 | 0<br>0.00 | 92<br>1.35 |
| | | Brian Bobo — None | 0<br>0.00 | 21<br>0.14 | 2<br>0.00 | 23<br>0.13 |

## Public Safety

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Metro C West Desktop Support | Brian Bobo | Product Total | 0 0.00 | 21 0.14 | 2 0.00 | 23 0.13 |
| | | Jared B Jensen | Microsoft Office | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Microsoft Office Professional 2010 | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Microsoft Windows XP | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | None | 0 0.00 | 23 0.06 | 0 0.00 | 23 0.06 |
| | | | Product Total | 0 0.00 | 26 0.05 | 0 0.00 | 26 0.05 |
| | | Tyson Wall | Microsoft Office 2003 Professional | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Novell Client for 32-bit Windows | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Utah Criminal Justice | 0 0.00 | 2 0.00 | 0 0.00 | 2 0.00 |
| | | | Utah Drivers License System | 0 0.00 | 4 0.00 | 0 0.00 | 4 0.00 |
| | | | ZENworks for Desktops | 0 0.00 | 1 0.59 | 0 0.00 | 1 0.59 |
| | | | Product Total | 0 0.00 | 10 0.06 | 0 0.00 | 10 0.06 |
| | | Assigned to Individual Total | | 0 0.00 | 149 0.86 | 2 0.00 | 151 0.85 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Network Operations | Brian Chatwin | None | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | J. L. Flack | None | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | | **Product Total** | 0<br>0.00 | 4<br>0.00 | 0<br>0.00 | 4<br>0.00 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00 |
| | Rural Central Desktop Support | Gerald Adams | None | 0<br>0.00 | 16<br>3.00 | 0<br>0.00 | 16<br>3.00 |
| | | | Novell GroupWise 32-bit | 0<br>0.00 | 1<br>3.04 | 0<br>0.00 | 1<br>3.04 |
| | | | Utah Criminal Justice | 0<br>0.00 | 7<br>2.57 | 0<br>0.00 | 7<br>2.57 |
| | | | Utah Highway Patrol Mobile | 0<br>0.00 | 6<br>1.65 | 0<br>0.00 | 6<br>1.65 |
| | | | **Product Total** | 0<br>0.00 | 30<br>2.63 | 0<br>0.00 | 30<br>2.63 |
| | | Jeremy Standifird | Utah Drivers License System | 0<br>0.00 | 1<br>3.96 | 0<br>0.00 | 1<br>3.96 |
| | | | **Product Total** | 0<br>0.00 | 1<br>3.96 | 0<br>0.00 | 1<br>3.96 |
| | | **Assigned to Individual Total** | | 0<br>0.00 | 31<br>2.67 | 0<br>0.00 | 31<br>2.67 |
| | Rural North Desktop Support | Dane Smith | None | 0<br>0.00 | 1<br>0.86 | 0<br>0.00 | 1<br>0.86 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Rural North Desktop Support | Dane Smith | Product Total | 0 0.00 | 1 0.86 | 0 0.00 | 1 0.86 |
| | | Ryan Casey | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | **Assigned to Individual Total** | | 0 0.00 | 2 0.43 | 0 0.00 | 2 0.43 |
| | Rural South Desktop Support | Doug Thornton | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Product Total | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | Joel Finlinson | PGP | 0 0.00 | 1 0.10 | 0 0.00 | 1 0.10 |
| | | | Product Total | 0 0.00 | 1 0.10 | 0 0.00 | 1 0.10 |
| | | **Assigned to Individual Total** | | 0 0.00 | 2 0.05 | 0 0.00 | 2 0.05 |
| | Strategic Communications | Dennis Rogers | None | 0 0.00 | 2 4.40 | 0 0.00 | 2 4.40 |
| | | | Product Total | 0 0.00 | 2 4.40 | 0 0.00 | 2 4.40 |
| | | Luis Larios | None | 0 0.00 | 2 27.67 | 0 0.00 | 2 27.67 |
| | | | Product Total | 0 0.00 | 2 27.67 | 0 0.00 | 2 27.67 |
| | | **Assigned to Individual Total** | | 0 0.00 | 4 16.03 | 0 0.00 | 4 16.03 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice Operations | Britany Finlay | Telephone | 0 0.00 | 2 0.49 | 0 0.00 | 2 0.49 |
| | | | **Product Total** | 0 0.00 | 2 0.49 | 0 0.00 | 2 0.49 |
| | | Gail Christiansen | None | 0 0.00 | 1 2.20 | 0 0.00 | 1 2.20 |
| | | | Telephone | 1 0.18 | 0 0.00 | 0 0.00 | 1 0.18 |
| | | | **Product Total** | 1 0.18 | 1 2.20 | 0 0.00 | 2 1.19 |
| | | Kelly Johnson | Telephone | 0 0.00 | 1 0.58 | 0 0.00 | 1 0.58 |
| | | | **Product Total** | 0 0.00 | 1 0.58 | 0 0.00 | 1 0.58 |
| | | Romanza Hamblin | None | 0 0.00 | 1 0.00 | 0 0.00 | 1 0.00 |
| | | | Telephone | 0 0.00 | 8 0.45 | 0 0.00 | 8 0.45 |
| | | | **Product Total** | 0 0.00 | 9 0.40 | 0 0.00 | 9 0.40 |
| | | Romanza Hamblin Sorensen | Telephone | 0 0.00 | 3 1.23 | 0 0.00 | 3 1.23 |
| | | | **Product Total** | 0 0.00 | 3 1.23 | 0 0.00 | 3 1.23 |
| | | **Assigned to Individual Total** | | 1 0.18 | 16 0.69 | 0 0.00 | 17 0.66 |
| | Voice/Data/WAN Services | Mike Johnson | None | 0 0.00 | 1 1.56 | 1 0.00 | 2 0.78 |

**Public Safety**

| | | | | High | Low | Medium | ATTR Total |
|---|---|---|---|---|---|---|---|
| Public Safety | Voice/Data/WAN Services | Mike Johnson | Product Total | 0<br>0.00 | 1<br>1.56 | 1<br>0.00 | 2<br>0.78 |
| | | Spencer Blodgett | Telephone | 0<br>0.00 | 1<br>0.34 | 0<br>0.00 | 1<br>0.34 |
| | | | Product Total | 0<br>0.00 | 1<br>0.34 | 0<br>0.00 | 1<br>0.34 |
| | | Assigned to Individual Total | | 0<br>0.00 | 2<br>0.95 | 1<br>0.00 | 3<br>0.63 |
| | Wireless Services | Neil Bauer | None | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | | | Product Total | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | | Assigned to Individual Total | | 0<br>0.00 | 1<br>7.92 | 0<br>0.00 | 1<br>7.92 |
| | Assigned Group Total | | | 23<br>0.42 | 505<br>0.72 | 3<br>0.00 | 531<br>0.71 |
| Customer Company Total | | | | 23<br>0.42 | 505<br>0.72 | 3<br>0.00 | 531<br>0.71 |

**Public Safety**

Detail

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **INC000000436386** | Shawn Judd | Application | Error | Novell GroupWise | | TIR Missed: No | 0.90 |
| Application Services | | Tony Larsen | Public Safety | Low | Closed | TTR Missed: Yes | 22.62 |
| **INC000000453485** | Marge Dalton | Telecom | Hardware | Telephone | | TIR Missed: No | 0.17 |
| Voice/Data/WAN Services | | Spencer Blodgett | Public Safety | Low | Closed | TTR Missed: No | 0.34 |
| **INC000000455076** | Todd Royce | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.19 |
| **INC000000455150** | Becky Jones | Network | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455185** | Kim Unsworth | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455197** | Peggy Jacobsen | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455260** | Jeff Willmore | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.18 |
| **INC000000455306** | Joan Foust | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455320** | Michelle Hunt | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455343** | Kevin Elmer | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: Yes | 6.12 |
| **INC000000455344** | Donna Nielsen | Application | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455351** | Mike Phillips | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.34 |
| **INC000000455353** | Laconna Davis | Application | Password | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| **INC000000455371** | Nathan Powell | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 5.85 |
| **INC000000455373** | Steve Gamvroulas | Application | Reporting | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.17 |
| **INC000000455389** | Laconna Davis | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

## Public Safety

| INC000000455407 | Sandra Reed | Application | Password | Utah Drivers License System | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455410 | Erin Nixon | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455413 | Barry Carnahan | Application | Error | None | TIR Missed: No | 0.25 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | TTR Missed: No | 0.25 |
| INC000000455416 | Marge Dalton | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455461 | Rhonda Treptow | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455517 | Britanie Hurd | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455519 | Todd Royce | Application | Error | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.11 |
| INC000000455550 | Jimmy Banks | Application | Reporting | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.83 |
| INC000000455552 | Catherine Huhtala | Application | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455554 | Jeff Rowell | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.33 |
| INC000000455587 | Jed Crittenden | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455588 | Sherri Thorsen | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455590 | Lynda Bishop | EIS Hardware | None | None | TIR Missed: No | 0.21 |
| | Strategic Communications | Dennis Rogers | Public Safety | Low | Closed | TTR Missed: No | 2.32 |
| INC000000455597 | Julie Ross | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455599 | Emma Garcia | PC/Laptop | Virus | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455600 | James Peterson | PC/Laptop | Password | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455603 | Andrew Pacejka | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

**Public Safety**

| INC000000455604 | Marilyn Watson | Application | Error | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455606 | Cindy Kobs | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455607 | Cindy Kobs | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455608 | Joe Brown | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455609 | John Fairbanks | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455612 | Anna Boynton | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455619 | Sally Lundgreen | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455621 | Wendell Nope | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455622 | Tara Zamora | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455623 | Leroy Crawford | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455625 | Alan Leidig | None | None | None | | TIR Missed: No | 0.14 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | TTR Missed: No | 0.23 |
| INC000000455640 | Barry Carnahan | Application | Error | None | | TIR Missed: No | 0.11 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | TTR Missed: No | 0.11 |
| INC000000455666 | Lonna Tait | None | None | None | | TIR Missed: No | 0.00 |
| | Rural South Desktop Support | Doug Thornton | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455694 | Richard Gee | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455696 | Treesa Jerman | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000455715 | Richard Gee | Telecom | Hardware | Telephone | | TIR Missed: No | 0.07 |
| | Voice Operations | Romanza Hamblin | Public Safety | Low | Closed | TTR Missed: No | 0.41 |
| INC000000455739 | Jackie Barber | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

**Public Safety**

| INC000000455741 | Janet Miller | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.06 |
| INC000000455749 | Ron Hindmarsh | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000455767 | David Antonsen | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.03 |
| INC000000455783 | Elsie Langi | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000455793 | Dustin Livingston | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 5.60 |
| INC000000455887 | Cody McCoy | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 4.45 |
| INC000000455888 | Todd Royce | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 4.43 |
| INC000000455970 | Bo Smith | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456031 | Kimberly Giles | Application | None | Adobe Acrobat | | TIR Missed: No | 0.46 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | | TTR Missed: No | 1.78 |
| INC000000456242 | Britanie Hurd | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456244 | Samantha Martin | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456246 | Marjean Hansen | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456289 | Alan Leidig | Application | Password | Content Manager | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456398 | Joshua Cox | Application | Password | Content Manager - Centralized | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456503 | Leroy Crawford | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456527 | Pam Jorgenson | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000456546 | Tara Zamora | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |

| Public Safety | | | | | | | |

| INC000000456600 | Nolan Mitchell | None | None | None | | TIR Missed: Yes | 1.59 |
|---|---|---|---|---|---|---|---|
| | Application Support | Mike Sadler | Public Safety | High | Closed | TTR Missed: No | 1.59 |
| INC000000456771 | Lani Snodgrass | Application | Password | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456775 | Della Riquelme | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456792 | Ralph Earl | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456822 | Erin Nixon | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456827 | Liz Hawkins | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456828 | Jennifer Donleavy | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456830 | Adam Mcdonald | Application | Password | Utah Master Directory | | TIR Missed: No | 0.14 |
| | Help Desk | Julie VanBeekum | Public Safety | Low | Closed | TTR Missed: No | 0.45 |
| INC000000456831 | Jill Laws | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000456858 | Adam Mcdonald | Application | Password | Utah Master Directory | | TIR Missed: No | 0.02 |
| | Help Desk | Julie VanBeekum | Public Safety | Low | Closed | TTR Missed: No | 0.08 |
| INC000000456983 | Rosalie Kirk | EIS Hardware | None | None | | TIR Missed: No | 0.67 |
| | Strategic Communications | Dennis Rogers | Public Safety | Low | Closed | TTR Missed: Yes | 6.48 |
| INC000000457064 | Taylor Van Houten | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 2.78 |
| INC000000457159 | Colby Vanderbeek | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.96 |
| INC000000457204 | Brandon JONES | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.07 |
| INC000000457279 | Greg Holley | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.39 |
| INC000000457280 | Romeo Martinez | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.37 |
| INC000000457297 | Jamie Batt | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

## Public Safety

| INC000000457298 | Sasheen Horne | Application | Error | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457300 | Rosalie Kirk | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457302 | Stephen Bevan | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457303 | Stephen Bevan | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457305 | Jennifer Donleavy | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457407 | Kyleen Hoover | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457418 | Kim Unsworth | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457428 | Brenda Lane | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457436 | Ed Bingham | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457448 | Landon Garrick | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457457 | Alexis Nelson | Application | Password | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457512 | Tracy Paletta | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 5.62 |
| INC000000457574 | Rhonda Treptow | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457598 | Barbara Hillas | None | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457634 | Jim Miller | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.08 |
| INC000000457677 | Alicia Williams | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457702 | Carla Ivie | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |

## Public Safety

| INC000000457720 | Rhonda Treptow | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457724 | Troy Giles | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.27 |
| INC000000457725 | Randall Richey | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.27 |
| INC000000457752 | Liz Hawkins | None | None | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457753 | Chris Fielding | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457766 | Lonna Tait | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457767 | Geina Foldesi | None | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457769 | Stephanie Page | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457814 | Linda Petty | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457821 | Stephanie Page | Application | Error | State Payroll Time Entry System | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457839 | Lonna Tait | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457952 | Lance Christensen | Wireless Connectivity | Error | None | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000457981 | Mason Haycock | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.31 |
| INC000000458021 | Jason Richins | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Tyson Wall | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000458038 | Sean Obrien | Application | None | None | | TIR Missed: No | 0.26 |
| Capitol Hosting | | Mike Tyrrell | Public Safety | High | Closed | TTR Missed: No | 0.26 |
| INC000000458103 | Romeo Martinez | Application | Error | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.89 |
| INC000000458186 | Barbara Hillas | None | None | None | | TIR Missed: No | 0.04 |
| Metro C West Desktop Support | | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.04 |

## Public Safety

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000458223 | Jared Garcia | Application | Reporting | Utah Highway Patrol Mobile App | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: | No | 1.30 |
| INC000000458278 | Terry Woodward | Server | Error | None | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: | No | 1.27 |
| INC000000458320 | Anita Tanner | PC/Laptop | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458328 | Nicholas Napierski | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: | No | 1.22 |
| INC000000458351 | Georgia Difrancesco | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458372 | Tara Zamora | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458384 | Teri Phillipps | Network | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458387 | Phillip Waters | Application | Reporting | FATPOT | | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: | No | 0.51 |
| INC000000458390 | Todd Royce | PC/Laptop | Hardware | None | | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: | No | 0.54 |
| INC000000458424 | Natalie Berry | Application | Password | Content Manager - Centralized | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458429 | Stephanie Page | Application | Password | Novell GroupWise | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458453 | Stacy Stuart | Print/Copy/Scan/Fax | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458455 | Magie Bode | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458469 | Jan Frisbee | Application | None | Content Manager | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458477 | Donavan Lucas | PC/Laptop | Performance | None | | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: | No | 1.54 |
| INC000000458593 | Shelly Peterson | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000458594 | Cecilia Walker | Application | Error | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |

## Public Safety

| INC000000458612 | Steve Mathews | Application | Password | FATPOT | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.44 |
| INC000000458614 | Louise Shields | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458657 | Linda Petty | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458668 | Todd Kreitzer | Mainframe | Password | BlueZone | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458670 | Della Riquelme | Network | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458671 | Peggy Jacobsen | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458676 | Amanada Yelli | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458865 | Ryan Longman | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | | TTR Missed: No | 0.89 |
| INC000000458872 | Britanie Hurd | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458874 | Troy Marshall | None | None | None | | TIR Missed: No | 0.00 |
| Network Operations | J. L. Flack | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458891 | Troy Denney | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000458895 | Doug Devenish | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.58 |
| INC000000458939 | Michael Hainey | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.32 |
| INC000000459023 | Joan Foust | Mobile Devices | None | BlackBerry Configuration | | TIR Missed: No | 0.00 |
| Help Desk | Eileen Dubach | Public Safety | Low | Closed | | TTR Missed: No | |
| INC000000459035 | Jeff Shaver | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000459075 | Barbara Butterworth | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Diane Christensen | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000459092 | Jared Higgs | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |

## Public Safety

| INC000000459095 | Wendy Lister | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459122 | Hillary Carlson | Application | Error | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459137 | Kathy Facer | Network | Error | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459191 | Laurie Hytry | None | None | None | TIR Missed: | No | 0.21 |
| Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | TTR Missed: | No | 0.21 |
| INC000000459213 | David Rumfield | PC/Laptop | Hardware | None | TIR Missed: | No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | TTR Missed: | Yes | 6.70 |
| INC000000459382 | Todd Royce | None | None | None | TIR Missed: | No | 0.00 |
| Network Operations | Brian Chatwin | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459605 | Marge Dalton | None | None | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459621 | Denise Gotch | Application | Password | None | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459777 | Sherri Green | Network | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000459786 | Amisha Lester | PC/Laptop | None | None | TIR Missed: | No | 0.22 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: | No | 2.58 |
| INC000000460124 | Stephanie Stoddard | None | None | None | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: | No | 0.00 |
| INC000000460183 | Lora Shelby | Telecom | Voice Mail | Telephone | TIR Missed: | No | 0.11 |
| Voice Operations | Romanza Hamblin | Public Safety | Low | Closed | TTR Missed: | No | 0.43 |
| INC000000460288 | Pat Bersie | Application | Error | None | TIR Missed: | No | 0.26 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | TTR Missed: | No | 1.39 |
| INC000000460307 | Leroy Crawford | Application | Error | PGP | TIR Missed: | No | 0.10 |
| Rural South Desktop Support | Joel Finlinson | Public Safety | Low | Closed | TTR Missed: | No | 0.10 |
| INC000000460391 | Merri Coleman | Telecom | Hardware | None | TIR Missed: | No | 0.11 |
| Voice/Data/WAN Services | Mike Johnson | Public Safety | Low | Closed | TTR Missed: | No | 1.56 |
| INC000000460516 | Elisha Wilson | Telecom | None | Telephone | TIR Missed: | No | 0.38 |
| Voice Operations | Britany Finlay | Public Safety | Low | Closed | TTR Missed: | No | 0.38 |
| INC000000460583 | Tiffany Van Dam | EIS Hardware | None | None | TIR Missed: | No | 0.00 |
| Strategic Communications | Luis Larios | Public Safety | Low | Closed | TTR Missed: | Yes | 17.59 |

## Public Safety

| INC000000460587 | Coulter Baldes | Application | None | Utah Drivers License System | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460594 | Todd Royce | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.15 |
| INC000000460633 | Peggy Jacobsen | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460640 | Sheryl Allums | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460643 | Michelle Hunt | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460691 | Marilyn Watson | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460709 | Ellis Alexander | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.59 |
| INC000000460712 | Mary Ellen Monroe | Application | Error | None | TIR Missed: No | 0.51 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.51 |
| INC000000460805 | Michelle Hunt | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460813 | Rudy Taylor | Application | Error | FATPOT | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.02 |
| INC000000460839 | Michelle Hunt | Network | Password | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460846 | Peggy Jacobsen | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460867 | Kristina Johnson | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460917 | Bonnie Holden | PC/Laptop | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460943 | Elisha Wilson | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.24 |
| Voice Operations | Romanza Hamblin | Public Safety | Low | Closed | TTR Missed: No | 0.80 |
| INC000000460947 | Jackie Barber | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000460953 | Elsie Langi | Server | None | None | TIR Missed: No | 0.06 |
| Application Server Support Team | Mike Tyrrell | Public Safety | Low | Closed | TTR Missed: No | 0.67 |

**Public Safety**

| INC000000460977 | Elsie Langi | Server | None | None | | | TIR Missed: No | 0.74 |
|---|---|---|---|---|---|---|---|---|
| | Application Server Support Team | Mike Tyrrell | Public Safety | High | Closed | | TTR Missed: No | 0.74 |
| INC000000460986 | Josh Workman | PC/Laptop | Performance | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 1.46 |
| INC000000460988 | Jed C Davis | PC/Laptop | Performance | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 1.40 |
| INC000000461000 | Jeffrey Washburn | Application | Password | Utah Criminal Justice Informatio | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 1.03 |
| INC000000461006 | Colby Vanderbeek | Application | Password | Utah Criminal Justice Informatio | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.82 |
| INC000000461043 | Chris Barber | PC/Laptop | Performance | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000461064 | Nolan Kerr | PC/Laptop | Password | Utah Criminal Justice Informatio | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | | TTR Missed: No | 0.93 |
| INC000000461096 | Jeanette Lopez | None | None | None | | | TIR Missed: No | 0.00 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | | TTR Missed: No | 0.41 |
| INC000000461096 | Jeanette Lopez | None | None | None | | | TIR Missed: No | 0.00 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | | TTR Missed: No | 0.41 |
| INC000000461097 | Jeanette Lopez | None | None | None | | | TIR Missed: No | 0.45 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Closed | | TTR Missed: No | 0.45 |
| INC000000461116 | Vu Bowers | PC/Laptop | Password | Utah Highway Patrol Mobile App | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | | TTR Missed: No | 0.95 |
| INC000000461117 | Vu Bowers | Server | Error | None | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Closed | | TTR Missed: No | 0.98 |
| INC000000461174 | Paul Kotter | PC/Laptop | Error | Adobe Acrobat | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000461179 | Debbie Darger | Application | Password | Novell GroupWise | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000461201 | Kim Unsworth | None | None | None | | | TIR Missed: No | 0.61 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.74 |
| INC000000461237 | Kathy Facer | Network | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: Yes | 17.81 |
| INC000000461268 | John Holt | Print/Copy/Scan/Fax | None | Utah Drivers License System | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |

## Public Safety

| INC000000461314 | Troy Giles | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.64 |
| INC000000461315 | Kim Unsworth | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461320 | Jacob Cox | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.63 |
| INC000000461380 | Anita Tanner | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461422 | David Brooks | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.41 |
| INC000000461471 | Hoby Metz | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.75 |
| INC000000461473 | David Popelmayer | Telecom | Call/Receive | None | | TIR Missed: No | 0.13 |
| Voice Operations | | Gail Christiansen | Public Safety | Low | Closed | TTR Missed: No | 2.20 |
| INC000000461501 | Renee Maxfield | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461506 | Leila Billingsley | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Gerald Adams | Public Safety | Low | Closed | TTR Missed: No | 4.05 |
| INC000000461515 | Peggy Jacobsen | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461540 | Ben Fallows | Application | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 0.71 |
| INC000000461577 | Stephanie Schouten | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461585 | Clint Packer | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 3.98 |
| INC000000461589 | Stephanie Schouten | Application | Password | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461609 | Mark R Shepherd | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Cindy Romrell | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461703 | Neil Green | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | | Bill Hall | Public Safety | Low | Closed | TTR Missed: No | 1.09 |
| INC000000461730 | Robert Anderson | Application | Password | Utah Master Directory | | TIR Missed: No | 0.07 |
| Help Desk | | Brenda Treadway | Public Safety | Low | Closed | TTR Missed: No | 0.07 |

## Public Safety

| INC000000461760 | Robert Mckinney | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| Metro C West Desktop Support | Bill Hall | | Public Safety | Low | Closed | TTR Missed: No | 0.18 |
| INC000000461869 | Laurie Hytry | None | None | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000461875 | Nolan Mitchell | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | | Public Safety | Medium | Closed | TTR Missed: No | 0.00 |
| INC000000461961 | Kathy Facer | None | None | Utah Drivers License System | | TIR Missed: No | 0.04 |
| Rural Central Desktop Support | Jeremy Standifird | | Public Safety | Low | Closed | TTR Missed: No | 3.96 |
| INC000000461983 | Kristina Johnson | None | None | Utah Drivers License System | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462042 | Kalee Taylor | None | None | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | | Public Safety | Low | Closed | TTR Missed: No | 0.59 |
| INC000000462059 | Jacob Cox | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | | Public Safety | Low | Closed | TTR Missed: No | 3.18 |
| INC000000462077 | Anna Boynton | Telecom | None | Telephone | | TIR Missed: No | 0.14 |
| Voice Operations | Romanza Hamblin | | Public Safety | Low | Closed | TTR Missed: No | 0.60 |
| INC000000462133 | Kristina Johnson | None | None | Microsoft Office 2003 Profession | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462310 | Nathan Haynes | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | | Public Safety | Low | Closed | TTR Missed: No | 1.37 |
| INC000000462407 | Lonna Tait | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462416 | Sherri Thorsen | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462418 | Linda Petty | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low | Closed | TTR Missed: No | |
| INC000000462445 | Nadine Taylor | None | None | None | | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | | Public Safety | Low | Closed | TTR Missed: No | 0.35 |
| INC000000462446 | Joe Brown | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000462460 | John Holt | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | | Public Safety | Low | Closed | TTR Missed: No | |
| INC000000462548 | Tiffany Van Dam | EIS Hardware | None | None | | TIR Missed: No | 0.39 |
| Strategic Communications | Luis Larios | | Public Safety | Low | Resolved | TTR Missed: Yes | 37.74 |

## Public Safety

| INC000000462600 | David Brinkerhoff | Application | Error | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Closed | TTR Missed: No | 0.45 |

| INC000000462695 | Bonnie Kunz | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Closed | TTR Missed: No | 0.41 |

| INC000000462698 | Amber Legg | Application | Error | None | TIR Missed: No | 0.14 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.55 |

| INC000000462703 | Colleen Strong | None | None | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.40 |

| INC000000462704 | Nancy Hess | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.38 |

| INC000000462706 | Liz Powell | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.35 |

| INC000000462708 | Jane Perlow | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.31 |

| INC000000462709 | Alisha White | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.29 |

| INC000000462710 | Karyn David | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.27 |

| INC000000462712 | Jaye Larrabee | Application | Error | None | TIR Missed: No | 0.02 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.02 |

| INC000000462714 | Pam Olsen | Application | Error | None | TIR Missed: No | 0.04 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.04 |

| INC000000462721 | Janine Zumwalt | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.01 |

| INC000000462723 | Kimberly Coulter | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.01 |

| INC000000462724 | Kim Passey | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.01 |

| INC000000462729 | Letisha Garrick | Application | Error | None | TIR Missed: No | 0.02 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Closed | TTR Missed: No | 0.02 |

| INC000000462758 | Paula Schon | Application | Error | None | TIR Missed: No | 0.02 |
| Metro C West Desktop Support | Jared B Jensen | Public Safety | | Low | Closed | TTR Missed: No | 0.02 |

| INC000000462760 | Donna Nielsen | Application | Error | None | TIR Missed: No | 0.01 |
| Metro C West Desktop Support | Jared B Jensen | Public Safety | | Low | Closed | TTR Missed: No | 0.01 |

## Public Safety

| INC000000462763 | Shanna Michelsen | Application | Error | None | | | TIR Missed: No | 0.01 |
|---|---|---|---|---|---|---|---|---|
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462765 | Brenda Lane | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462767 | Leo Caviedes | Application | Error | None | | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.02 |
| INC000000462772 | Michael Calvin | Application | Error | None | | | TIR Missed: No | 0.27 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.27 |
| INC000000462775 | Cade Brenchley | Application | Reporting | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.09 |
| INC000000462782 | Jennifer Escalera | Application | Error | None | | | TIR Missed: No | 0.07 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.07 |
| INC000000462787 | Shauna Torgerson | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462791 | Anita Tanner | Application | Error | None | | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.02 |
| INC000000462800 | Kristie Bonnett | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462801 | Tiffany Van Dam | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462807 | John Ely | Print/Copy/Scan/Fax | Incident | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 1.12 |
| INC000000462813 | Coy Porter | Application | Error | None | | | TIR Missed: No | 0.06 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | | TTR Missed: No | 0.06 |
| INC000000462816 | Kelly Snow | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462818 | Deanne Mousley | Application | Error | None | | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | | TTR Missed: No | 0.02 |
| INC000000462849 | Elsie Langi | Network | Password | Novell Client for 32-bit Windows | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462854 | Russell Fillmore | None | None | None | | | TIR Missed: No | 0.14 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Closed | | TTR Missed: No | 2.36 |
| INC000000462856 | Andrea Arnold-Larsen | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |

## Public Safety

| INC000000462858 | Susan Olsen | Application | Error | None | | | TIR Missed: No | 0.10 |
|---|---|---|---|---|---|---|---|---|
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.10 |
| INC000000462864 | Rebecca Clayton | None | None | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462868 | Adam Mcdonald | Application | Error | None | | | TIR Missed: No | 0.01 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000462870 | Rose Olsen | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462871 | Valerie Garrett | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462873 | Claron Brenchley | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462900 | Todd Hull | Application | Error | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462906 | Grant Hyland | Application | Error | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462922 | Peggy Young | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462947 | Erin Nixon | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Brian Bobo | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462948 | Janice Woods | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462952 | Rose Olsen | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000462963 | Sherry White | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000463022 | Brenda Lane | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000463031 | Roger Jensen | None | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000463038 | Della Estrada | PC/Laptop | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000463041 | Adam Mcdonald | Network | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Closed | | TTR Missed: No | 0.00 |

## Public Safety

| INC000000463099 | Joe Clasby | Application | Password | Utah Criminal Justice Informatio | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Closed | TTR Missed: | No | 0.39 |

| INC000000463126 | Scott McDaniel | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463160 | Barry Carnahan | Server | None | None | | TIR Missed: | No | 0.10 |
| Capitol Hosting | Mike Tyrrell | Public Safety | | High | Closed | TTR Missed: | No | 0.74 |

| INC000000463178 | Jan Frisbee | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463234 | Aaron Beesley | Application | Reporting | Novell GroupWise | | TIR Missed: | No | 0.73 |
| Contracts | Laura Larsen | Public Safety | | Low | Closed | TTR Missed: | No | 1.42 |

| INC000000463249 | Ray Newbury | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463257 | Rhonda Treptow | Telecom | Dial Tone | Telephone | | TIR Missed: | No | 0.33 |
| Voice Operations | Romanza Hamblin | Public Safety | | Low | Resolved | TTR Missed: | No | 0.55 |

| INC000000463260 | Wendy Lister | Application | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463371 | Todd Royce | None | None | None | | TIR Missed: | No | 0.00 |
| Network Operations | J. L. Flack | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463393 | Alicia Williams | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463423 | Shawn Judd | Application | Error | FATPOT | | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Closed | TTR Missed: | No | 0.04 |

| INC000000463433 | Joe Clasby | Application | Password | Novell Client for 32-bit Windows | TIR Missed: | No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Closed | TTR Missed: | No | 3.48 |

| INC000000463491 | Sandra Pratt | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463498 | Lonna Tait | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463519 | Denise Gotch | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463625 | Elisa Farmer | None | None | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

| INC000000463693 | Saad Malik | Application | Error | None | | TIR Missed: | No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | | Low | Closed | TTR Missed: | No | 0.00 |

**Public Safety**

| INC000000463701 | Sam Peck | Application | Error | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000463705 | Marge Dalton | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000463715 | Lisa Hamilton | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Closed | TTR Missed: No | 0.00 |
| INC000000463718 | Karen Williams | Application | Error | None | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.02 |
| INC000000463719 | Susan Marshall | Application | Error | None | | TIR Missed: No | 0.02 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Closed | TTR Missed: No | 0.02 |
| INC000000463745 | Oliver Moore | Telecom | None | Telephone | | TIR Missed: No | 0.09 |
| | Voice Operations | Romanza Hamblin | Public Safety | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000463753 | Monica Joffs | Telecom | Dial Tone | Telephone | | TIR Missed: No | 0.18 |
| | Voice Operations | Romanza Hamblin | Public Safety | Low | Resolved | TTR Missed: No | 0.18 |
| INC000000463778 | Melanie Monroe | Telecom | None | None | | TIR Missed: No | 0.00 |
| | Voice Operations | Romanza Hamblin | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000463836 | Marianne Bauman | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000463862 | Hoby Metz | PC/Laptop | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 4.56 |
| INC000000463874 | Treasa Chopp | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000463939 | Karen Williams | None | None | Microsoft Office Professional 20 | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000463996 | Lisa Hamilton | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464140 | Lance Davenport | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | High | Resolved | TTR Missed: No | 0.00 |
| INC000000464239 | Matt Miller | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.59 |
| INC000000464309 | Matt Miller | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.16 |
| INC000000464368 | Sasheen Horne | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| INC000000464533 | Nolan Mitchell | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Medium | Resolved | TTR Missed: No | 0.00 |
| INC000000464536 | Kim Passey | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Brian Bobo | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464581 | Steven Crow | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464582 | Larry Mower | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464644 | Pat Bersie | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | 0.07 |
| Capitol Desktop Support | Tom Hanson | Public Safety | | Low | Resolved | TTR Missed: No | 2.40 |
| INC000000464788 | Todd Royce | None | None | None | | TIR Missed: No | 0.00 |
| Network Operations | J. L. Flack | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464795 | Elizabeth Powell | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000464830 | Tim Kincaid | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.32 |
| INC000000464956 | Misty Witkamp | Server | Error | None | | TIR Missed: Yes | 1.12 |
| Metro C Hosting | Scott Gabbert | Public Safety | | High | Resolved | TTR Missed: No | 1.12 |
| INC000000464991 | Lance Davenport | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | | High | Resolved | TTR Missed: No | 0.00 |
| INC000000465012 | Kammon Hiatt | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465013 | Sheldon Riches | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465014 | Todd Royce | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465027 | Roger Griffis | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465032 | Nathan Croft | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465036 | Laurie Hytry | None | None | None | | TIR Missed: No | 0.00 |
| Voice/Data/WAN Services | Mike Johnson | Public Safety | | Medium | Resolved | TTR Missed: No | 0.00 |
| INC000000465058 | Lance Chtistensen | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| INC000000465063 | Nathan Croft | Application | Error | FATPOT | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | |
| INC000000465073 | Jered Taylor | Application | Error | FATPOT | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | |
| INC000000465254 | Barbara Hillas | None | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465268 | Rhonda Treptow | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465305 | Dave Tafoya | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465369 | Bruce Call | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465377 | Margaret Kettle | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465450 | Norma Fox | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465467 | Jimmy Higgs | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465470 | Jimmy Higgs | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465474 | Cindee Mikesell | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465477 | Melanie Monroe | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465493 | Barry Carnahan | Server | Performance | None | TIR Missed: No | 0.09 |
| Metro C Hosting | Scott Gabbert | Public Safety | High | Resolved | TTR Missed: No | 0.63 |
| INC000000465511 | Amisha Lester | Application | Error | Acrobat Reader | TIR Missed: No | 0.05 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 3.11 |
| INC000000465530 | Donna Nielsen | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465561 | Cindee Mikesell | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465564 | Mark Romrell | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

**Public Safety**

| INC000000465637 | Peggy Jacobsen | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 3.35 |
| INC000000465678 | Jason Robb | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465680 | Scott Alvord | None | None | None | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 3.09 |
| INC000000465695 | Kaycie Deem | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465730 | Nolan Mitchell | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465759 | Cindy Kobs | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465825 | Todd Royce | None | None | None | | TIR Missed: No | 0.00 |
| | Network Operations | J. L. Flack | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465828 | Chris Horrocks | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.98 |
| INC000000465838 | Steve Myer | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.91 |
| INC000000465844 | Roger Griffis | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.91 |
| INC000000465964 | Stephanie Merritt | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000465966 | Raymond Thomson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466073 | Warren Jones | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 3.20 |
| INC000000466083 | Sheri Pectol | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 3.11 |
| INC000000466126 | Jessica Giatras | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466192 | Shara H Birt | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466207 | Lance Tyler | Telecom | Call Management | Telephone | | TIR Missed: No | 0.08 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low | Resolved | TTR Missed: No | 0.90 |

### Public Safety

| INC000000466220 | Brad Bartholomew | None | None | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 1.71 |
| INC000000466238 | Katherine Parke | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466374 | Teresa Paredes-Pozas | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466388 | Jason Robb | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466465 | Michelle McLaughlin | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 2.69 |
| INC000000466477 | Doug Devenish | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 2.58 |
| INC000000466543 | Elsie Langi | Application | Error | None | | TIR Missed: No | 0.07 |
| | Capitol Hosting | Patrick Funk | Public Safety | High | Resolved | TTR Missed: No | 0.24 |
| INC000000466557 | Patty Trujillo | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466578 | Marge Dalton | None | None | Microsoft Office | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Jared B Jensen | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466616 | Anna Boynton | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.39 |
| | Voice Operations | Romanza Hamblin | Public Safety | Low | Resolved | TTR Missed: No | 0.55 |
| INC000000466621 | Jeff Plank | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.86 |
| INC000000466627 | Carlos Holley | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.83 |
| INC000000466688 | Bryan Gardner | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.06 |
| INC000000466693 | Marselle Morales | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466696 | Ralph Earl | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466697 | Nolan Mitchell | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466701 | Michelle Hunt | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| INC000000466728 | Elsie Langi | None | None | None | | TIR Missed: No | 0.30 |
|---|---|---|---|---|---|---|---|
| Capitol Hosting | Joe Benson | Public Safety | | High | Resolved | TTR Missed: No | 0.78 |
| INC000000466734 | Jolay Guffey | None | None | None | | TIR Missed: Yes | 1.53 |
| Wireless Services | Neil Bauer | Public Safety | | Low | Resolved | TTR Missed: Yes | 7.92 |
| INC000000466747 | Roger Griffis | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 3.61 |
| INC000000466749 | Todd Royce | PC/Laptop | Performance | None | | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 4.50 |
| INC000000466789 | Sueann Crowley | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466809 | Kris Phillips | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466830 | Debbie Clark | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466833 | Mike McKay | None | None | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Jared B Jensen | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466893 | Jason Robb | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466894 | Laura Russell | Application | Reporting | Novell GroupWise 32-bit Windo | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | | Low | Resolved | TTR Missed: No | 0.41 |
| INC000000466932 | Jane Perlow | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466988 | Debbie Clark | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000466999 | Maria Martinez | None | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467024 | Lynda Reinstein | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467056 | Jeff Lettow | Application | Password | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467058 | Jayme Garn | Network | Performance | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467060 | Linda Petty | Application | None | None | | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | | Low | Resolved | TTR Missed: No | 0.00 |

**Public Safety**

| INC000000467063 | Michelle Hunt | None | None | Utah Drivers License System | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Tyson Wall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467071 | Jeanette Lopez | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467085 | Michelle Harward | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467087 | Aiveni Taufa | Application | None | Novell GroupWise 32-bit Window | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 3.04 |
| INC000000467199 | Robert Cowart | Application | Reporting | FATPOT | TIR Missed: No | 0.00 |
| Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.11 |
| INC000000467212 | Michael Calvin | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467295 | Nolan Mitchell | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | High | Resolved | TTR Missed: No | 0.00 |
| INC000000467300 | Nolan Mitchell | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467322 | Carlynn Scott | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467454 | Ralph Earl | Application | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467481 | Jacqueline Lairson | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467521 | Amisha Lester | None | None | None | TIR Missed: No | 0.00 |
| Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 0.24 |
| INC000000467524 | Melanie Monroe | Telecom | Hardware | Telephone | TIR Missed: No | 0.32 |
| Voice Operations | Kelly Johnson | Public Safety | Low | Resolved | TTR Missed: No | 0.58 |
| INC000000467592 | Britani Flores | Application | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467595 | Barbara Hillas | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467596 | Barbara Hillas | Network | Error | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467601 | Marge Dalton | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

**Public Safety**

| INC000000467602 | Michael Cook | Application | Error | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467605 | Debbie Darger | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467673 | Tiphanie Clark | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467688 | Stephen Bevan | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467691 | Larry Mower | PC/Laptop | Password | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.35 |
| INC000000467701 | Shelise Gotch | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467747 | Stephen Bevan | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467824 | Nora Ostler | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000467850 | Kyleen Hoover | Server | None | None | | TIR Missed: Yes | 1.06 |
| | Application Server Support Team | Mike Tyrrell | Public Safety | High | Resolved | TTR Missed: No | 1.06 |
| INC000000467893 | Kevin Rhoades | PC/Laptop | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.37 |
| INC000000468014 | Kaycie Deem | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.86 |
| | Rural North Desktop Support | Dane Smith | Public Safety | Low | Resolved | TTR Missed: No | 0.86 |
| INC000000468111 | Kathryn Matthies | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468185 | Marianne Bauman | Telecom | Feature | Telephone | | TIR Missed: No | 0.15 |
| | Voice Operations | Britany Finlay | Public Safety | Low | Resolved | TTR Missed: No | 0.61 |
| INC000000468201 | Kris Hamlet | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468205 | Debbie Clark | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468208 | Lindy Brown | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | High | Resolved | TTR Missed: No | 0.00 |
| INC000000468210 | Keith Squires | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| INC000000468212 | Matt Spillman | Application | Error | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468213 | Irene Swenson | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468214 | Staci Parry | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468217 | Kathy S Wilcox | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468235 | Steve Salas | PC/Laptop | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.44 |
| INC000000468236 | Terry Woodward | Server | Error | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.54 |
| INC000000468237 | Bronson Wood | PC/Laptop | Password | Utah Criminal Justice Informatio | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.46 |
| INC000000468265 | Joe Reynolds | PC/Laptop | Password | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.42 |
| INC000000468266 | Alisha Bigelow | PC/Laptop | Password | Utah Highway Patrol Mobile App | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 2.40 |
| INC000000468313 | Rosalie Kirk | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468395 | Michelle Bennett | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468411 | Mark Panos | Application | Password | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468445 | Leroy Crawford | Application | Password | Content Manager | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468469 | Jacob Cox | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 3.30 |
| INC000000468480 | Sarah Dunn | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468484 | Lonna Tait | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000468494 | Joseph Rodriguez | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| Incident | Name | Category | Type | Item | | Status | TIR/TTR Missed | Value |
|---|---|---|---|---|---|---|---|---|
| INC000000468577 | Andrew Robinson | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000468623 | Jennifer Campbell | Telecom | Call/Receive | Telephone | | | TIR Missed: No | 0.18 |
| | Voice Operations | Gail Christiansen | Public Safety | High | | Resolved | TTR Missed: No | 0.18 |
| INC000000468787 | Sam Anderson | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000468793 | Connie Obray | Application | None | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000468817 | Clint Packer | Application | Reporting | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | | Resolved | TTR Missed: No | 2.56 |
| INC000000468857 | Nancy Sanchez | Telecom | Dial Tone | Telephone | | | TIR Missed: No | 0.23 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low | | Resolved | TTR Missed: No | 0.48 |
| INC000000468965 | Todd Royce | PC/Laptop | Performance | None | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | | Resolved | TTR Missed: No | 5.26 |
| INC000000468984 | Jason Sills | Application | Reporting | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | | Resolved | TTR Missed: No | 2.03 |
| INC000000469009 | Bronson Wood | PC/Laptop | Password | Utah Highway Patrol Mobile App | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | | Resolved | TTR Missed: No | 0.51 |
| INC000000469091 | Shelise Gotch | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000469092 | Della Estrada | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000469094 | Jackie Barber | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000469095 | Chris Kooring | Application | Error | None | | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | | Resolved | TTR Missed: No | 0.00 |
| INC000000469114 | Sean Obrien | None | None | None | | | TIR Missed: No | 0.08 |
| | Capitol Hosting | Joe Benson | Public Safety | High | | Resolved | TTR Missed: No | 0.21 |
| INC000000469127 | Todd Royce | Application | Reporting | FATPOT | | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | | Resolved | TTR Missed: No | 5.58 |
| INC000000469156 | Janet Miller | PC/Laptop | Hardware | None | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | | Resolved | TTR Missed: No | 3.00 |
| INC000000469228 | Janet Miller | PC/Laptop | None | None | | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | | Resolved | TTR Missed: No | 2.52 |

**Public Safety**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| INC000000469236 | Jered Taylor | Application | Reporting | Novell GroupWise | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 2.68 |
| INC000000469240 | Catherine Huhtala | Application | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469250 | Catherine Huhtala | Application | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469332 | Donna Nielsen | Application | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469409 | Marilyn Watson | Application | Password | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469488 | Michelle McLaughlin | Print/Copy/Scan/Fax | Incident | None | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.29 |
| INC000000469558 | Barry Watkins | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469587 | Kris Hamlet | None | None | None | TIR Missed: | No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 1.02 |
| INC000000469628 | Misty Slocum | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469640 | Rhonda Treptow | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469666 | Bill Visarraga | Application | Password | Utah Drivers License System | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469689 | Leroy Crawford | None | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469692 | Donna Nielsen | Print/Copy/Scan/Fax | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469704 | Sherri Thorsen | Application | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469714 | Staci Parry | Network | None | None | TIR Missed: | No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469763 | Matt Morgan | Application | Reporting | FATPOT | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 5.81 |
| INC000000469766 | Jason Ricks | Application | Reporting | None | TIR Missed: | No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 5.80 |

## Public Safety

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|---|---|---|---|---|---|---|---|
| INC000000469902 | Jill Sorensen | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469952 | Kris Hamlet | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 0.24 |
| INC000000469957 | Kim Unsworth | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469977 | Tiphanie Clark | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469984 | Brett Christensen | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.10 |
| INC000000469988 | Rhonda Treptow | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000469990 | Brett Christensen | Application | Error | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.13 |
| INC000000469992 | Maurine Penrod | Print/Copy/Scan/Fax | Paper Jam | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.17 |
| INC000000470000 | Cherie Ertel | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470007 | Jill Sorensen | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470011 | Jennifer Donleavy | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470018 | John Holt | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470039 | John Holt | Application | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470093 | Stephen Bevan | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470104 | Brett Christensen | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Rural Central Desktop Support | Gerald Adams | Public Safety | Low | Resolved | TTR Missed: No | 1.88 |
| INC000000470108 | Jed Crittenden | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470214 | Cindee Mikesell | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

**Public Safety**

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|---|---|---|---|---|---|---|---|
| INC000000470236 | Kyleen Hoover | Application | Error | Utah Criminal Justice Informatio | | TIR Missed: No | 0.28 |
| | Capitol Hosting | Mike Tyrrell | Public Safety | High | Resolved | TTR Missed: No | 0.28 |
| INC000000470253 | Stephen Bevan | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470259 | Della Estrada | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470287 | Cindee Mikesell | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470288 | Marjean Hansen | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470316 | Melanie Monroe | Telecom | Call/Receive | Telephone | | TIR Missed: No | 0.37 |
| | Voice Operations | Romanza Hamblin Sorensen | Public Safety | Low | Resolved | TTR Missed: No | 2.31 |
| INC000000470345 | Della Riquelme | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Cindy Romrell | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470346 | Michael Pope | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.85 |
| INC000000470410 | Kimberly Giles | PC/Laptop | Performance | None | | TIR Missed: No | 0.74 |
| | Capitol Desktop Support | Tom Hanson | Public Safety | Low | Resolved | TTR Missed: No | 1.56 |
| INC000000470590 | Wade Breur | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470594 | Krystle Jaquier | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470596 | Michelle Hunt | Print/Copy/Scan/Fax | Error Code | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470597 | Becky Jones | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470599 | Della Estrada | None | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470601 | Georgia Difrancesco | Application | Password | DB2 Query Management Facility | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470602 | Kris Hamlet | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470610 | Chris Fielding | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |

## Public Safety

| INC000000470616 | Catherine Huhtala | None | None | None | | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|---|
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470617 | Lauralee Blue | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000470623 | Nolan Mitchell | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Torrens Arnold | Public Safety | High | Resolved | TTR Missed: No | 0.00 |
| INC000000470624 | Nathan Haynes | Application | Reporting | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.15 |
| INC000000470653 | Randy Linke | Application | Error | FATPOT | | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Bill Hall | Public Safety | Low | Resolved | TTR Missed: No | 0.00 |